



## Smartsheet Error Message – Troubleshoot

**When experiencing issues with submitting form entries please take the following steps:**

Completely log out of Smartsheet and please try to temporarily disable any extensions you may have enabled in your browser. Upon doing so, see if the issue is presented. If the concern is resolved, re-enable the extensions one at a time to determine which one conflicts with Smartsheet. This is a helpful article that you can use for the step: [Troubleshooting Guide](#).

1. If disabling extensions does not resolve the issue, please access Smartsheet in a different browser. Please refer to this article for our supported browsers [System Requirements and Guidelines for Using Smartsheet](#).
2. If the issue is presented on a different browser, please try accessing Smartsheet on a different network (e.g. mobile hotspot). This will help us rule out any issues with your network that may affect certain functionalities within Smartsheet

In case the issue persists, please provide any details that you may have such as the information below so that we can better assist you.

- The outcome of the steps provided
- Link to the form that your team is using
- Permission for us to try submitting form entries
- Copy of network logs

As a reference, here's how to capture network logs in Google Chrome:

1. Open a new Incognito window in Google Chrome (Select Three Dot Menu (top-right) > New Incognito Window).
2. Select Three Dot Menu again > More Tools > Developer Tools. This will cause the Developer Tools interface to open up in the Incognito window.
3. Select the Network tab at the top of the Developer Tools
4. Check the box for Preserve Log, check the option on the left to clear the current log (just to the right of the record button)
5. Make sure the tool is recording (the top-left record button will be red to indicate recording)
6. Reproduce the issue
7. Click the red recording button to stop recording
8. Right-click any of the lines that appeared in the trace, select 'Save all as HAR with content', reply with that file attached.